

**Qwest**

607 14th Street, NW, Suite 950
Washington, DC 20005
Phone 202-429-3121
Fax 202-293-0561

Cronan O'Connell

Vice President-Federal Regulatory

November 1, 2004

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W., TW-A325
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*¹ concerning Qwest Communications International Inc.'s ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the third quarter of 2004. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Cronan O'Connell

cc: Ms. Janice Myles (via e-mail at janice.myles@fcc.gov)

Attachment

¹ See *In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order*, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order*, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (1997).

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	174235	Average Interval	142636	Average Interval
Due Dates Missed	1947	(In Days)	2632	(In Days)
% Due Dates Missed	1.12%	4	1.85%	4
		0		0
A2 - PBX				
Total Orders	682	Average Interval	5547	Average Interval
Due Dates Missed	27	(In Days)	256	(In Days)
% Due Dates Missed	3.96%	8	4.62%	7
		0		0
A3 - Centrex				
Total Orders	13706	Average Interval	22616	Average Interval
Due Dates Missed	191	(In Days)	404	(In Days)
% Due Dates Missed	1.39%	4	1.79%	5
		0		0
A4 - WATS				
Total Orders	70	Average Interval	895	Average Interval
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	1.43%	3	0.45%	3
		0		0
A5 - Mobile				
Total Orders	1	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	3	3.03%	7
		0		0
A6 - Feature Group A				
Total Orders	2	Average Interval	55	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	4	3.64%	5
		0		3
A7 - Foreign Exchange				
Total Orders	182	Average Interval	410	Average Interval
Due Dates Missed	6	(In Days)	17	(In Days)
% Due Dates Missed	3.30%	3	4.15%	5
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	15.15%	18
		0		16
B2 - Feature Group D				
Total Orders	0	Average Interval	2275	Average Interval
Due Dates Missed	0	(In Days)	57	(In Days)
% Due Dates Missed	No Activity	0	2.51%	19
		0		7
B3 - DID				
Total Orders	241	Average Interval	4255	Average Interval
Due Dates Missed	97	(In Days)	1355	(In Days)
% Due Dates Missed	40.25%	18	31.84%	14
		0		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	0	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	8
		0		0
C2 - Packet Synchronous Access				
Total Orders	30	Average Interval	7880	Average Interval
Due Dates Missed	9	(In Days)	449	(In Days)
% Due Dates Missed	30.00%	19	5.70%	12
		0		5
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	1	Average Interval	77	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	3	5.19%	4
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	5	Average Interval	18	Average Interval
Due Dates Missed	1	(In Days)	5	(In Days)
% Due Dates Missed	20.00%	9	27.78%	9
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
F1 - Voice, Non-Switched Line					
Total Orders	0	Average Interval	35	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	No Activity	0	8.57%	10	
		0		5	
F2 - Voice, Switched Line					
Total Orders	13	Average Interval	659	Average Interval	
Due Dates Missed	2	(In Days)	93	(In Days)	
% Due Dates Missed	15.38%	10	14.11%	11	
		0		2	
F3 - Voice, Switched Trunk					
Total Orders	0	Average Interval	1349	Average Interval	
Due Dates Missed	0	(In Days)	56	(In Days)	
% Due Dates Missed	No Activity	0	4.15%	14	
		0		8	
F4 - Voice and Tone, Radio Land Line					
Total Orders	0	Average Interval	1	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	100.00%	36	
		0		0	
F5 - Data, Low Speed					
Total Orders	0	Average Interval	30	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	3.33%	10	
		0		6	
F6 - Basic Data and Voice					
Total Orders	1	Average Interval	1115	Average Interval	
Due Dates Missed	0	(In Days)	89	(In Days)	
% Due Dates Missed	0.00%	46	7.98%	10	
		0		3	
F7 - Voice/Data PSN Access Tie Trunk					
Total Orders	0	Average Interval	97	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	No Activity	0	4.12%	10	
		0		6	
F8 - Voice/Data SSN Access					
Total Orders	0	Average Interval	182	Average Interval	
Due Dates Missed	0	(In Days)	23	(In Days)	
% Due Dates Missed	No Activity	0	12.64%	19	
		0		2	
F9 - Voice/Data SSN Intermachine Trunk					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
F10 - Data Extension, Voice Grade					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	3	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	6	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	5	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	20.00%	16	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	0	Average Interval	18	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	11.11%	9	
		0		0	
G4 - Program Audio, 50-15000 Hz					
Total Orders	0	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	No Activity	0	44.44%	14	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
H1 - TV Channel 1 Way 15 kHz Audio					
Total Orders	5	Average Interval	69	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	0.00%	6	4.35%	11	
		2		6	
H2 - TV Channel 1 Way 5 kHz Audio					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>				<u>ALL OTHERS</u>			
I1 - Digital Voice Circuit							
Total Orders	0	Average Interval		40	Average Interval		
Due Dates Missed	0	(In Days)		5	(In Days)		
% Due Dates Missed	No Activity	0		12.50%	6		
		0			0		
I2 - Digital Data, 2.4 kbps							
Total Orders	0	Average Interval		43	Average Interval		
Due Dates Missed	0	(In Days)		10	(In Days)		
% Due Dates Missed	No Activity	0		23.26%	7		
		0			0		
I3 - Digital Data, 4.8 kbps							
Total Orders	0	Average Interval		0	Average Interval		
Due Dates Missed	0	(In Days)		0	(In Days)		
% Due Dates Missed	No Activity	0		No Activity	0		
		0			0		
I4 - Digital Data, 9.6 kbps							
Total Orders	0	Average Interval		196	Average Interval		
Due Dates Missed	0	(In Days)		4	(In Days)		
% Due Dates Missed	No Activity	0		2.04%	12		
		0			5		
I5 - Digital Data, 56 kbps							
Total Orders	1	Average Interval		36	Average Interval		
Due Dates Missed	0	(In Days)		3	(In Days)		
% Due Dates Missed	0.00%	11		8.33%	13		
		0			1		

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	187	Average Interval	44495	Average Interval
Due Dates Missed	38	(In Days)	4343	(In Days)
% Due Dates Missed	20.32%	13	9.76%	14
		1		5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	20	Average Interval	2760	Average Interval	
Due Dates Missed	9	(In Days)	485	(In Days)	
% Due Dates Missed	45.00%	23	17.57%	19	
		0		7	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	20	Average Interval	309	Average Interval	
Due Dates Missed	8	(In Days)	34	(In Days)	
% Due Dates Missed	40.00%	13	11.00%	15	
		1		3	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	665	Average Interval	0	Average Interval
Due Dates Missed	43	(In Days)	0	(In Days)
% Due Dates Missed	6.47%	11	No Activity	0
		1		0
L2 - Basic PAL				
Total Orders	1099	Average Interval	2280	Average Interval
Due Dates Missed	48	(In Days)	29	(In Days)
% Due Dates Missed	4.37%	12	1.27%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	65	70		
Average Interval in Hrs/Mns	2	59	4	31
A2 - PBX				
Total Tickets	39	556		
Average Interval in Hrs/Mns	3	14	3	15
A3 - Centrex				
Total Tickets	41	90		
Average Interval in Hrs/Mns	4	15	2	7
A4 - WATS				
Total Tickets	0	5		
Average Interval in Hrs/Mns	No Activity		3	47
A5 - Mobile				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0	54		
Average Interval in Hrs/Mns	No Activity		4	42
A7 - Foreign Exchange				
Total Tickets	53	184		
Average Interval in Hrs/Mns	2	40	3	24

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0	3		
Average Interval in Hrs/Mns	No Activity		2	58
B2 - Feature Group D				
Total Tickets	0	185		
Average Interval in Hrs/Mns	No Activity		1	12
B3 - DID				
Total Tickets	42	578		
Average Interval in Hrs/Mns	2	0	4	32

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	0	4		
Average Interval in Hrs/Mns	No Activity		1	16
C2 - Packet Synchronous Access				
Total Tickets	0	67		
Average Interval in Hrs/Mns	No Activity		1	59
C3 - Packet Asynchronous Access				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Tickets	0	30		
Average Interval in Hrs/Mns	No Activity		3	1
D2 - Protective Relay				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
D3 - Control Circuit				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity
E2 - Telegraph 150 Baud			
Total Tickets	0	4	
Average Interval in Hrs/Mns	No Activity		4 34

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0	36		
Average Interval in Hrs/Mns	No Activity		7	38
F2 - Voice, Switched Line				
Total Tickets	317	1282		
Average Interval in Hrs/Mns	2	7	3	56
F3 - Voice, Switched Trunk				
Total Tickets	130	849		
Average Interval in Hrs/Mns	1	36	2	10
F4 - Voice and Tone, Radio Land Line				
Total Tickets	1	86		
Average Interval in Hrs/Mns	1	46	3	42
F5 - Data, Low Speed				
Total Tickets	9	79		
Average Interval in Hrs/Mns	0	54	2	53
F6 - Basic Data and Voice				
Total Tickets	22	2790		
Average Interval in Hrs/Mns	2	29	2	40
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0	151		
Average Interval in Hrs/Mns	No Activity		1	55
F8 - Voice/Data SSN Access				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	0	13		
Average Interval in Hrs/Mns	No Activity		2	55
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0	2		
Average Interval in Hrs/Mns	No Activity		0	48

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0	10		
Average Interval in Hrs/Mns	No Activity		5	25
G2 - Program Audio, 100-5000 Hz				
Total Tickets	0	9		
Average Interval in Hrs/Mns	No Activity		1	43
G3 - Program Audio, 50-8000 Hz				
Total Tickets	6	28		
Average Interval in Hrs/Mns	2	27	3	41
G4 - Program Audio, 50-15000 Hz				
Total Tickets	3	42		
Average Interval in Hrs/Mns	3	17	3	28

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Tickets	0	20		
Average Interval in Hrs/Mns	No Activity		3	38
H2 - TV Channel 1 Way 5 kHz Audio				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	1	27		
Average Interval in Hrs/Mns	0	22	1	39
I2 - Digital Data, 2.4 kbps				
Total Tickets	0	45		
Average Interval in Hrs/Mns	No Activity		1	49
I3 - Digital Data, 4.8 kbps				
Total Tickets	0	2		
Average Interval in Hrs/Mns	No Activity		0	22
I4 - Digital Data, 9.6 kbps				
Total Tickets	0	112		
Average Interval in Hrs/Mns	No Activity		2	39
I5 - Digital Data, 56 kbps				
Total Tickets	6	3144		
Average Interval in Hrs/Mns	1	26	2	40

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	262	16860		
Average Interval in Hrs/Mns	3	11	3	8

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0	2		
Average Interval in Hrs/Mns	No Activity		1	41
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0	0		
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	1	315		
Average Interval in Hrs/Mns	0	39	1	36
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	1149	534		
Average Interval in Hrs/Mns	15	16	5	6

Quarterly ONA Maintenance Report
Qwest
3 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
L1 - Smart PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity
L2 - Basic PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity		No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
3 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	25131	37751
Average Interval in Hrs/Mns	13:39:00	14:43:00
Due Dates Missed	2311	3673
% Due Dates Missed	9.20%	9.73%
A2 - PBX		
Total Tickets	108	1023
Average Interval in Hrs/Mns	16:49:00	13:25:00
Due Dates Missed	17	138
% Due Dates Missed	15.74%	13.49%
A3 - Centrex		
Total Tickets	4416	7819
Average Interval in Hrs/Mns	14:16:00	14:16:00
Due Dates Missed	566	887
% Due Dates Missed	12.82%	11.34%
A4 - WATS		
Total Tickets	0	3
Average Interval in Hrs/Mns	No Activity	9:49:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	8
Average Interval in Hrs/Mns	No Activity	24:19:00
Due Dates Missed	0	3
% Due Dates Missed	0.00%	37.50%
A6 - Feature Group A		
Total Tickets	0	34
Average Interval in Hrs/Mns	No Activity	14:02:00
Due Dates Missed	0	9
% Due Dates Missed	0.00%	26.47%
A7 - Foreign Exchange		
Total Tickets	64	270
Average Interval in Hrs/Mns	16:11:00	15:17:00
Due Dates Missed	6	20
% Due Dates Missed	9.38%	7.41%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
3 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	75
Average Interval in Hrs/Mns	No Activity	32:14:00
Due Dates Missed	0	34
% Due Dates Missed	0.00%	45.33%
